

# ATTACHMENT F

## OFFICE OF PUBLIC CARRIER

**Delaware Transit Corporation**

A Division of DelDOT

119 Lower Beech Street, Suite 100

Wilmington, DE. 19805-4440

(800) 652-3278 Prompt 7 or (302) 577-3278

[www.dartfirststate.com](http://www.dartfirststate.com)

M-F 8:30 AM to 4:00 PM

## APPLICATION TO ADD VEHICLES AND/OR TERRITORY TO A CERTIFICATE PUBLIC CONVENIENCE AND NECESSITY

### Instructions for Completing Attachment F:

A Certificate of Public Convenience and Necessity may be amended to add vehicles and/or territory. An Applicant must submit a Completed Application, pay the Application Fee and demonstrate that a public demand for its services exists.

An Applicant must provide evidence that a public demand for its services, and that its proposed services will specifically a) serve a useful public purpose, b) serve a useful public necessity; and c) serve a useful public convenience. The Applicant may complete this part of the Application and attach additional sheets of paper and/or exhibits to this part of the Application. In lieu of completing this Attachment an Applicant may submit a Business Plan that addresses each requirement identified herein. Any questions or comments should be directed to the Office of Public Carrier.

### Section I - Public Demand

1. What additional services, if any, will you provide with additional vehicles and/or territory?

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2. What is the public demand for the services you intend providing with the additional vehicles and/or territory identified in Question 1? (Provide any trends, research, letters, statements, references articles or experiences evidencing public demand for your proposed services).

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3. Will your expanded services differ from your existing services?

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## Section II – Useful Public Purpose

4. How many additional customers do you estimate will be served with the additional vehicles and/or territory you are requesting?

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5. Will you be providing services to customers you previously did not provide services? (Handicapped individuals, non-emergency medical patients, etc.)

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6. How will your services improve the quality of life of those you intend to serve?

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## Section III – Useful Public Necessity

7. How will you ensure that your customers will not experience discrimination by your company or drivers when requesting services?

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8. How will your services meet the needs of disabled passengers, children, group outings, out-patient medical procedure passengers, etc.?

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#### **Section IV – Useful Public Convenience**

9. What is your customer service policy? Is it in writing? (attach a copy)

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10. How will the vehicles be dispatched to pick-up customers in your expanded territory and/or additional vehicles?

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11. What types of payment will you accept from passengers? (i.e. cash, check, credit card, customer billing, etc.). Will your vehicles be able to process passenger credit cards?

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12. Will passengers receive a written receipt of payment by the driver after services provided? If they will not receive a receipt from the driver, describe how a receipt be provided.

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13. How will customer service and customer satisfaction be monitored?

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14. How will you address passenger complaints? (Describe the complaint process including who will handle complaints and how you will follow up with customers. Include a copy of any written procedure or plan).

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15. How will you ensure that your additional drivers, if any, will provide the highest quality of service possible, in the most professional manner possible, to your passengers and the general public?

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